

Library Circulation Services Supervisor

DEFINITION:

Under general direction from the City Librarian, directs, supervises, coordinates, and performs a wide variety of advanced technical and paraprofessional library support services related to patron assistance and circulation; demonstrates a full understanding of all applicable policies and procedures; outlines, assigns, and determines work projects, ensures safe work practices; performs customer service duties.

DISTINGUISHING CHARACTERISTICS:

The Library Circulation Services Supervisor is the supervisory level classification responsible for overseeing the Circulation library clerks, Circulation pages and volunteers. This class serves as supervisor for related patron assistance at Circulation - inspecting, evaluating, and approving completion of assignments by Circulation staff.

REPRESENTATIVE DUTIES:

Duties may include, but are not limited to the following:

Supervises, plans and participates in the work of staff engaged in the circulation activities of the library. Performs book lending and return activities; uses a computerized circulation system including checking books in and out, registering patrons, updating patron accounts, collecting fines and fees, and creating special entries; manages and participates in the administration of the Circulation Services Division including making recommendations and monitoring the budget; selects, trains, schedules, assigns, and evaluates permanent and part-time personnel engaged in circulation and retrieval of library materials, manages fee collection and accounts receivable and patron registration; receives and processes requests for library materials, searches for title requests as needed; resolves problems and responds to citizen complaints concerning patron records, Division procedures, and library policy; maintains a variety of records and statistics; conducts research projects as requested; prepares reports as needed; participates in committees and attends workshops on Circulation issues; operates a variety of office machines, including standard and specialized computer systems, typewriters and copiers.

Participates in the development and implementation of policies and procedures; evaluates work methods and procedures for improving circulation operations and performance and meeting goals; ensures that goals are achieved; forecasts the needs and resources of the Circulation operation; assists in assessing current and long-range goals and objectives.

Opens and closes library entrances; coordinates building and equipment maintenance and supply needs with system-wide personnel. Establishes positive working relationships with state/local agencies, city management, staff, and the public.

QUALIFICATIONS GUIDELINES:

Education And Experience:

Any combination of experience and education that could likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be: Graduation from high school or equivalent and successful completion of a two year community college program in library science or library technology and three (3) years of responsible technical and/or clerical library experience.

Knowledge, Skills and Abilities:

Knowledge of: principles of supervision, training and performance evaluation; policies, procedures and functions of a library; principles and practices used in dealing with the public; clear and concise communication, both orally and in writing; verbal, written and electronic communications; how to respond to emergency and problem situations in an effective manner; how to deal constructively with conflict and develop effective resolutions; supervision of the daily balancing of cash register receipts; how to apply modern office procedures and practices to a library.

Skills: operate modern office equipment including computers; type at a speed of 45 net words per minute and enter data at a speed necessary for successful job performance; operate a variety of specialty equipment, such as receipt printers, audio-visual and self-checkout machines.

Ability to: plan, organize, and review the work of clerical, page and volunteer staff; provide lead supervision and training to assigned staff; use Library OPAC and the City's computer network; prepare and maintain accurate and complete records; respond to requests and inquiries from the general public; meet and deal tactfully with the public and staff; understand and follow oral and written instructions; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

LICENSES AND CERTIFICATES:

Possession of or ability to obtain a valid Class "C" California Driver's license prior to appointment.

PHYSICAL CHARACTERISTICS:

Requires: stooping, kneeling or bending to pick up or move objects; reaching to pick up or move various objects over one's head; standing for long periods of time; operating various equipment such as copiers, self-checkout machines and computer keyboards using finger dexterity; reading written materials, and computer screens; lifting objects up to 25 pounds; pushing and moving with help, objects such as a book truck weighing up to 75 pounds.